

ILLINOIS CONSOLIDATED TELEPHONE COMPANY
1stQuarter, Service Quality Report 2016 – Missed Objectives

F. Percent of Out of Service Lines Repaired in < 30 hours Section 730.535(a)

1Q16 showed improvement. This is primarily due to an increased focus on the metric, better weather and less technicians in training. Our plan is to continue to refine our dispatching model to try and meet this bench mark. One example of that change is the plan to implement appointment booking (2 hour service windows) in June for trouble tickets taken into our Repair center.

Over the past 6 mos, we have added in 4 new hires. These were to replace employees who left the business. Three of the four came out of training mid to late march. The last is scheduled to be done in June. Even though these are only replacements, during that training period we are not working with a full staff.